

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202119 MARCH 23, 2021

Case/care manager information is available in eligibility information for waiver and MRO benefits

Effective April 28, 2021, the Indiana Health Coverage Programs (IHCP) will include waiver and Medicaid Rehabilitation Option (MRO) member case/care manager contact information in a member's eligibility information. This information will be accessible on the IHCP Provider Healthcare Portal (Portal), Interactive Voice Response (IVR) system, and 270/271 Eligibility transaction.

This additional information will create a more efficient patient care experience and improve provider communications. The waiver benefit plans affected by this change include:

- Aged and Disabled Home- and Community-Based Services (HCBS) Waiver
- Traumatic Brain Injury HCBS Waiver
- Money Follows the Person (MFP) Demonstration Grant HCBS Waiver [Aged and Disabled]
- MFP Traumatic Brain Injury
- Adult Mental Health Habilitation
- Child Mental Health Wraparound
- Behavioral & Primary Healthcare Coordination



When date and prior authorization parameters have been established, a provider can view or hear the following contact details in each of the Eligibility Verification System options, including the Portal, IVR system, and 270/271 Eligibility transaction:

- Waiver-MRO program agency name
- Agency phone number
- Agency fax number (if on file)
- Agency email address (if on file)
- Agency type
- Date agency data received

To view where the case/care manager information will appear on the 270/271 transaction, see the *270/271 Health Care Eligibility Benefit Inquiry and Response Transactions Companion Guide*, accessible from the [IHCP Companion Guides](#) page at in.gov/medicaid/providers.

If no contact information is found, providers will see a No Agency Found response.

Table 1 shows an example of the information that will be available in the Portal.

Table 1 – Waiver-MRO Program Agency information on the Portal

Waiver-MRO Program Agency					
Waiver-MRO Agency Name	Agency Phone	Agency Fax	Email Address	Agency Type	Date Agency Information Received
Limit Details					
Other Insurance Details					
Demographic Details					

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